



# THARINDU DIVAKARA

📍 Dubai, United Arab Emirates

📞 +971564825598,

✉️ tharinlux@gmail.com

DOB: 05.08.1992

Nationality: Sri Lankan

## PROFESSIONAL SUMMARY

Results-driven healthcare operations and sales professional with 10+ years of experience, including 4+ years in the UAE home healthcare sector. Proven ability to lead cross-functional teams, drive business growth, and deliver top-tier patient care. Strong track record in strategic planning, team leadership, and partnership development across clinical and non-clinical environments. Recognized for operational excellence, client satisfaction, and aligning healthcare delivery with organizational goals.

## CORE QUALIFICATIONS

- Strategic Operations & Planning
- Business Development & Sales
- Staff Leadership & Training
- Client Relationship Management
- Regulatory Compliance (DHA)
- Budgeting & Cost Optimization
- Performance Improvement
- Cross-Functional Team
- Client relationship management

## EXPERIENCE

May 2025 - August 2025

**Head of Operations NADZ Healthcare FZCO** | Dubai, United Arab Emirates

- Directed daily operations to maintain seamless departmental workflow.
- Supervise call centre performance and client satisfaction.
- Oversee business development efforts and partnership growth.
- Manage medical staff scheduling, DHA compliance, and quality standards.
- Coordinate transportation and logistics for timely service delivery.
- Tracked key performance indicators to boost operational efficiency.

June 2024 - April 2025

**Head of Operations Luxlife Home Healthcare Center L.L.C** | Dubai, United Arab Emirates

- Directed daily operations across clinical and non-clinical departments, ensuring seamless service delivery.
- Oversaw scheduling, staffing, and logistics to optimize patient care and experience.
- Collaborated with sales and insurance teams to align operational workflows with business expansion.
- Implemented SOPs, budget control, and process improvements to enhance efficiency.
- Drove recruitment and on-boarding of high-performing team members.
- Led service quality compliance as per DHA standards.

November 2023 - July 2024

**Sales Manager Nordic Home Healthcare Center L.L.C** | Dubai, United Arab Emirates

- Developed and executed sales strategies to boost market penetration and revenue.
- Built key partnerships with hospitals, insurance firms, and corporate to secure referrals.
- Led a high-performing sales team, setting KPIs and mentoring for consistent goal achievement.
- Conducted competitor and market analysis to refine sales approaches.
- Ensured client on-boarding success by collaborating with operational teams.

December 2022 - November 2023

**Business Development Executive Healthserve Home Healthcare Center L.L.C** | Dubai, United Arab Emirates

- Generated and nurtured leads through direct outreach and marketing campaigns.
- Created tailored proposals for individual and institutional clients,

enhancing conversion rates.

- Coordinated with operations for seamless service delivery and follow-up.
- Participated in marketing campaigns and on-ground events to build brand recognition and expand outreach.

July 2021 - July 2022

**Assistant Manager Durdans Hospital** | Colombo, Sri Lanka

- Developed sales strategies across Corporate, Government, and international patient sectors.
- Spearheaded wellness package design and sales campaigns.
- Managed pricing negotiations, tender processes, and supplier bids.
- Oversaw credit management and debt collection processes.
- Negotiate quotation pricing with B2B, B2C, and suppliers if necessary/Manage tender procedures and bids.
- Training Business development and corporate counter staff to improve their sales and Customer service skills to enhance the Company Standards.

February 2021 - November 2021

**Executive- Business Development Asiri Hospitals Holdings PLC** | Kandy, Sri Lanka

- Increased revenue across specialty centers including General Surgery and Orthopedics.
- Fostered consultant and client relationships for business continuity.
- Introduced surgical and wellness packages, ensuring quality assurance.

March 2013 - July 2019

**Assistant Retail Experience Center Manager Dialog Axiata PLC** | Colombo, Sri Lanka

- Delivered exceptional customer service across telecom and broadband solutions.
- Exceeded sales and NPS targets consistently.
- Managed internal/external complaints through CRM and Siebel systems.
- Trained front-line staff on grooming, standards, and KPIs.
- Honored with multiple service excellence awards.

---

## EDUCATION

**Master of Science** | Strategic Marketing  
Cardiff Metropolitan University, UK